# Monthly Report - March 2024

sympli

## Service Availability & Reliability



| | Target | Actual |
|---|---|---|
| Availability | 100.00% | 100.00% |
| Reliability (Core Hrs) | 99.80% | 100.00% |
| Reliability (Non-Core Hrs) | 99.00% | 100.00% |

0%  20%  40%  60%  80%  100%

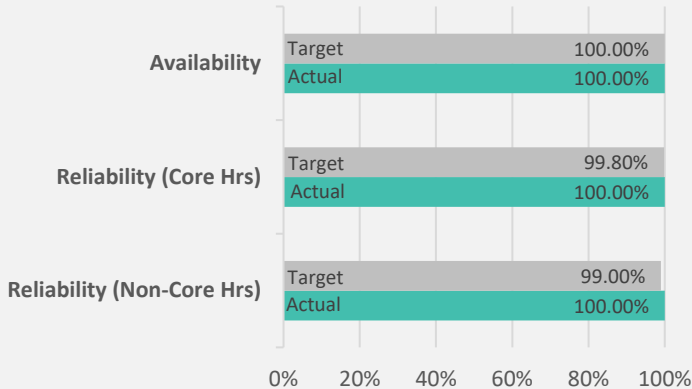## Responsiveness & Resilience

- Average User Initiated Response Time (seconds): **0.028**
- No same root cause ELN disruptions within 6 months.

**Comments:**

Nil

## Scheduled Maintenance

- Friday 15/03/24 10pm to Monday 18/03/24 6am – No downtime

**Comments:**

- No unplanned maintenance

## Management Performance

**Incident Resolution**
DR Situation: Nil
Non-DR Situation: Nil

**Problem Identification**
N/A

**Comments:**

- No unplanned disruptions.

## Complaints Management

### General Complaints: 0

Justified: **0**    Resolved: **0**    Outstanding: **0**

Comments:

### Subscriber Access & Registration Complaints: 0

Justified: **0**    Resolved: **0**    Outstanding: **0**

Comments:

### Subscriber Training Complaints: 0

Justified: **0**    Resolved: **0**    Outstanding: **0**

Comments:

## Key Terms & Measurements

**Business day**
A day that is not Saturday, Sunday, a public holiday, special holiday or bank holiday in the place in which any relevant act is to be or may be done.

**Core hours**
6:00am to 10:00pm (AET) on each Business Day.

**Non-Core hours**
Any time outside Core Hours.

**Subscriber**
An eligible entity/user authorised to transact on Sympli ELNO Platform.

**Complaints**
Sympli meets its obligation to capture and track all enquiries and complaints received and uses all information for continuous improvement.

**Availability**
Sympli must be available to its Subscribers 24 hours per day, 7 days per week, 52 weeks per year, exclusive of Scheduled Maintenance.

**Reliability**
Sympli must be available during Service Availability Hours for:
 a. not less than 99.8% during Core Hours; and
 b. not less than 99% during Non-Core Hours.

**Responsiveness**
Time taken by Sympli to respond to an API gateway request.

**System Resilience**
Sympli must not be disrupted for the same root cause within a six-month period.

**Scheduled Maintenance**
All scheduled platform maintenance activity occurs outside Core Hours where Sympli has provided notice, including, but not limited to, system upgrades, implementation, functionality deployment or system upkeep.

**Disaster Recovery (DR)**
Sympli must be restored to full service availability within 4 hours when Sympli Business Continuity and Disaster Recovery Plan is invoked, and within 40 minutes when Business Continuity or Disaster Recovery plans are not invoked.

**Problem Identification**
Root Cause of each service disruption must be identified within agreed time frames.